SANDY CITY
APPROVED CLASS SPECIFICATIONS

I. Position Title: IT Technician II   Revision Date: 09/13
                                                         EEO Category: Technician
                                                         Status: Non-exempt
                                                         Control No: 30360

II. Summary Statement of Overall Purpose/Goal of Position:

Under the direction of the Information Technology Director, assist with ongoing product support, training and customer support.

III. Essential Duties:

- Staff the help desk line and respond to user requests as first level of support.
- Assist with the installation of new systems.
- Provide training to end users relating to information technology.
- Assist with the system operation of Local Area Networks (LANs), Wide Area Network (WAN), GIS and other systems.
- Maintain, trouble shoot and correct problems on three designated city IT systems.

IV. Marginal Duties:

- Perform other duties as assigned.

V. Qualifications:

Education: Requires an associate's degree in computer science, information technology, management information systems   or related field.   Must be a Certified Netware Engineer (CNE) and/or a Microsoft Certified System Engineer (MCSE).

Experience: Requires two years of experience supporting customers using PC's, thin clients, LANs, (preferably one of the years of experience obtained while working with Sandy City information systems). May substitute on a year for year basis any equivalent combination of education and experience.

Certifications/Licenses: Requires a valid Utah Driver's License.

Probationary Period: A one-year probationary period is required for this position.

Knowledge of: LAN, UNIX, virtual machines and PC operating systems (WINDOWS) and components including processors, mother boards, accessories, cards peripherals; PC/LAN application software including word processing, spreadsheets, and database management.

Responsibility for: Responsible to oversee (maintain, and correct problems) three designated computer IT systems; responsibility for the care, condition, and use of expensive City computer equipment.

Communication Skills: Ability to communicate verbally and in writing; ability to follow complex written and oral instructions; extensive contact with end users.

Tool, Machine, and Equipment Operation: Requires use of PC's, thin clients, printers, and telephone system.

Analytical Ability: Walk users through trouble shooting and configuring software systems over the phone. Operate a variety of computer equipment and software; understand and follow oral and written instructions; explain technical material in layman terms; develop effective working relationships with customers, co-workers and Administration.

VI.   <u>Working Conditions</u>:

Physical Demands: While performing duties of job, employee typically handles office equipment, objects, or controls; may periodically bend, stoop or crouch; and frequently communicates with others. Employee will sit or stand for long periods of time and may occasionally move up to 20 pounds.

Work Environment: Employee will work in a generally comfortable office setting. The noise level in the work environment is usually minimal. Great mental effort is required daily; some pressure is generated by contact with other departments.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY:＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿   DATE: ＿＿＿＿＿＿＿＿＿＿＿＿＿

PERSONNEL DEPT. APPROVED BY:＿＿＿＿＿＿＿＿＿＿＿＿＿＿   DATE: ＿＿＿＿＿＿＿＿＿＿＿＿＿